

CASE

NUMBER:

99-132

INDEX FOR CASE: 99-132
KENTUCKY-AMERICAN WATER COMPANY
Complaints - Rates
OF G. KURT VEALE

IN THE MATTER OF G. KURT VEALE VS. KENTUCKY-AMERICAN WATER
COMPANY

SEQ NBR	ENTRY DATE	REMARKS
0001	04/19/99	Order to Satisfy or Answer; info due 4/29
M0001	04/26/99	KY AMERICAN WATER COLEMAN BUSH-NOTICE OF MR VEALES ACCOUNT HAS BEEN ADJUSTED
0002	05/18/99	Order directing Veale to notify if complaint resolved or case s/be dismissed.
M0002	05/25/99	KURT VEALE FDIC-RESPONSE TO ORDER OF MAY 18,99 CONCERNING COMPLAINT BEING RESOLVED

G. Kurt Veale 3516 Windgate Way Lexington, Kentucky 40517

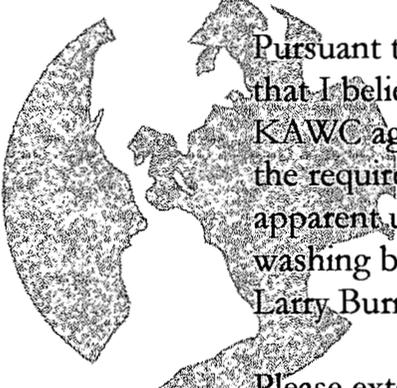
RECEIVED
MAY 25 1999
PUBLIC SERVICE
COMMISSION

May 23, 1999

Helen C. Helton, Executive Director
Kentucky Public Service Commission
730 Schenkel Lane
P.O.B. 615
Frankfort, KY 40602

Subject: Case Number 99-132, Order of May 18, 1999

Dear Executive Director Helton,



Pursuant to the subject Order, I am advising The Commission in writing that I believe that the complaint has been resolved. Recent billings from KAWC agree with the utility's correspondence to you and me regarding the required meter and billing corrections. At last, allegations of my apparent unquenchable thirst, compulsive bathing habits or secret car washing business have been laid to rest! I also accept the apology of Mr. Larry Burns, on behalf of KAWC.

Please extend my thanks, to each member of your staff who was involved with this matter. Everyone treated me with concern, courtesy and professionalism. On one hand, I somewhat regret having to take up the Commission's time and resources with such a relatively minor matter. But yet, as a taxpayer and consumer, I am quite pleased that your office was there to reign-in a utility company that was wrong and unresponsive. This is truly a case where "the little guy" got the backing and support he deserved and justice was found.

My business card is enclosed, if I may assist you or your staff in my official capacity, please call on me.

Sincerely,



G. Kurt Veale



FDIC

G. K. Yeale
Bank Examiner

FEDERAL DEPOSIT INSURANCE CORPORATION

Regional Office	Lexington Field Office
5100 Poplar Avenue	3175 Custer Drive, Suite 102
Suite 1900	Lexington, KY 40517
Memphis, Tennessee 38137	(606) 273-5112
(901) 685-1603	FAX (606) 271-3915
	Internet: gveale@fdic.gov



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

May 18, 1999

Mr. Coleman Bush
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY. 40502

G. Kurt Veale
3516 Windgate Way
Lexington, KY. 40517

RE: Case No. 99-132

We enclose one attested copy of the Commission's Order in
the above case.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell
Secretary of the Commission

SB/hv
Enclosure

Done at Frankfort, Kentucky, this 18th day of May, 1999.

By the Commission

ATTEST:


Executive Director



Kentucky-American Water Company

2300 Richmond Road • Lexington, Kentucky 40502 • (606) 269-2386 • Fax (606) 268-6327

April 22, 1999

Ms. Helen C. Helton, Executive Director
Kentucky Public Service Commission
730 Schenkel Lane
P.O. Box 615
Frankfort, KY 40602

RECEIVED
APR 26 1999
PUBLIC SERVICE
COMMISSION

Mr. G. Kurt Veale
3516 Windgate Way
Lexington, KY 40517

Re: Case No. 99-132

We have completed our investigation of the referenced case and have responded directly to the customer as stated in the attached letter by Larry Burns dated April 21, 1999.

Mr. Veale's account has been adjusted as detailed in the letter and we ask that this case be considered closed.

We certainly apologize to Mr. Veale in not conducting our review of his account in a more timely manner.

Sincerely,

*Info In Main File
TW.*


Coleman Bush

Cc: Herb Miller
Larry Burns
Emma Dailey



Kentucky-American Water Company

2300 Richmond Road • Lexington, Kentucky 40502 • (606) 269-2386 • Fax (606) 268-6327

April 21, 1999

Mr. G. Kurt Veale
3516 Windgate Way
Lexington, KY 40517

APR 25 1999
PUBLIC SERVICE
COMMISSION

Re: Public Service Commission Case No: 99-132

Dear Mr. Veale:

Thank you for your patience with Kentucky-American Water Company as we have investigated your concern regarding the abnormal water usage billed on March 3, 1999.

We have just completed another review of your account along with your neighbor's account at 3512 Windgate Way. It appears that the meter readings on the two meters that share one meter box on the property line were incorrectly applied. This situation was corrected when the meter that serves 3512 Windgate Way was changed in February. However we did not adjust your reading at that time in order to correct your account.

Your account has now been corrected and an adjustment has been made to your account as follows:

<u>Billed</u>		<u>Adjusted Bill</u>
<u>3/3/99</u>		<u>4/21/99</u>
73.68	Water	13.05
76.12	Sewer	5.92
4.50	Landfill	4.50
1.09	Withdrawal Fee	.10
<u>3.74</u>	Taxes	<u>.65</u>
159.13	Total	24.22

I certainly want to apologize for the confusion in your billing and in the way in which your account has been handled since you brought the problem to our attention. I hope future contacts with Kentucky-American Water Company will be to your complete satisfaction.

Sincerely,

Larry Burns

CC: Ms. Helen C. Helton PSC
Roy Mundy
Coleman Bush
Emma Dailey

APR 26 1999
 PUBLIC SERVICE
 COMMISSION

CREDIT MEMORANDUM

DATE: 4-21-99 SERVICE NO.: 68088-13
 NAME: Veale G. Kurt ACCOUNT NO.: 01361358-03
 REASON FOR ADJUSTMENT: BE REVENUE CLASS: 1

Reading Date	Pres. Reading	Cons.	Water	Sewer Tax	Sewer	3% Tax	2% Tax	6% Tax	W. Fee	Total	Calculation of Average Consumption								
											Date	Cons	Date	Cons	Date	Cons			
1-30	2-26-99																		
Amount Billed	28 days	43	7368	7612		224	150	450	109	159.13									
Usage Adjusted To		4	1305	592		39	26	450	10	2422									
Credit Adjustment:		39	1063	7020		185	124	-	99	134.91									
100% of Excess or																			
50% of Excess or																			
% of Excess																			
Adjusted Bill		4	1305	592		39	26	450	10	2422									
Total Cons.											Total Cons. <u>Completed and Returned</u>								

Entered -- Form 445 _____ (Init.) 4/21/99

Prepared By Wmlm Approved By AB 4/21/99 _____ (Title)
 Detail on reverse side if more than one period and summarize above.

INFO3B
04/21/99

380 KENTUCKY-AMERICAN WATER CO.
380 01361358-03 0
VEALE G KURT
3516 WINDGATE WA
FAYETTE COUNTY
PENDING ORDERS - *** NONE ***
0311-0740
ADJ REAS NO. CUBIC FEET/
IND CODE PER GALLON CODE

TRAN	READ DATE	NO.	BILL	CODE	DAYS	CODE	READING	IND	CODE	PER	GALLON	CODE	USAGE	USAGE	SEASONAL	ACT	FEES	AMOUNT
CB	03/31/99	33	REGULAR BILL			637					100	CUBIC FEE	6	6		1		26.65
CB	02/26/99	28	REGULAR BILL			631					100	CUBIC FEE	43	43		1		154.63
CB	01/29/99	29	REGULAR BILL			588					100	CUBIC FEE	0	0		1		7.17
CB	12/31/98	31	REGULAR BILL			588					100	CUBIC FEE	0	0		1		7.17
CB	11/30/98	31	REGULAR BILL			588					100	CUBIC FEE	0	0		1		7.17
CB	10/30/98	30	ESTIMATE BILL	ER		588					100	CUBIC FEE	2	2		1		13.45
CB	09/30/98	30	REGULAR BILL			586					100	CUBIC FEE	7	7		1		24.71
CB	08/31/98	28	ESTIMATE BILL	ER		579					100	CUBIC FEE	2	2		1		13.45
CB	08/03/98	33	REGULAR BILL			577					100	CUBIC FEE	7	7		1		24.71
CB	07/01/98	30	REGULAR BILL			570			01		100	CUBIC FEE	25	4		1		54.57
CB	06/01/98	31	REGULAR BILL			545					100	CUBIC FEE	5	4		1		21.38
CB	05/01/98	30	REGULAR BILL			540					100	CUBIC FEE	3	3		1		16.59
CB	04/01/98	30	REGULAR BILL			537					100	CUBIC FEE	6	6		1		26.65
CB	03/02/98	28	ESTIMATE BILL	ER		531					100	CUBIC FEE	3	3		1		16.59

CMD-1 CANCEL JOB
CMD-2 PAGE AHEAD TO ADDITIONAL INFORMATION
CMD-3 PREVIOUS SCREEN
HELP - HELP

104

Further review of this Account shows the meter reading to be incorrectly keyed on this Account. The reading is now correct but over the last 3 or 4 months conflicting readings were obtained on both 3516 and 3512 Windgate Way. The account at 3512 Windgate Way was corrected by changing the meter id Feb 1999. This caused the abnormally high usage on this account. This Account is being adjusted to a usage of 4. This is equal to the average usage during the period 10/97 to 5/98.

INFO3B
04/21/99

380 KENTUCKY-AMERICAN WATER CO.
*** BILLED USAGE HISTORY INQUIRY

ACCOUNT STATUS - ACTIVE
ON / OFF DATE - 05/20/97
REVENUE CLASS - RES.
SERVICE CLASS - MONTHLY WATER
SERVICE NUMBER - 068088-0B

CUBIC FEET/
GALLON CODE

READ DATE	TRAN NO.	CODE	DAYS	CODE	READ	READING	IND CODE	PER	ADJ REAS NO.	CUBIC FEET/ GALLON CODE	USAGE	SEASONAL USAGE	ACT E	FEES	AMOUNT
02/02/98	CB	33	REGULAR BILL	ER	528					100 CUBIC FEE	5	5	R	1	23.18
12/31/97	CB	30	ESTIMATE BILL	ER	523					100 CUBIC FEE	2	2		1	13.45
12/01/97	CCB	31	REGULAR BILL		0		RS			100 CUBIC FEE	0	0		1	0.11
12/01/97	CB	31	REGULAR BILL		521					100 CUBIC FEE	4	4		1	19.74
10/31/97	CB	30	ESTIMATE BILL	ER	517					100 CUBIC FEE	2	2		1	13.45
10/01/97	CB	29	REGULAR BILL		515					100 CUBIC FEE	0	0		1	6.97
09/02/97	CB	32	REGULAR BILL		515					100 CUBIC FEE	2	2		1	13.13
08/01/97	CB	31	ESTIMATE BILL	ER	513					100 CUBIC FEE	3	3		1	16.23
07/01/97	CB	29	REGULAR BILL		510					100 CUBIC FEE	3	3		1	16.23
06/18/97	CA	0			0		BE	01		100 CUBIC FEE	75-	75-		1	243.19-
06/02/97	CB	13	REGULAR BILL	P	507					100 CUBIC FEE	77	77		1	250.67

CMD-1 CANCEL JOB
CMD-3 PREVIOUS SCREEN

HELP - HELP

INFO7L
04/20/99

*** ACCOUNTS RECEIVABLE INQUIRY ***

380 01361358-03 0
VEALE G KURT
3516 WINDGATE WA
FAYETTE COUNTY

0311-0740

NONE

04/06/99

ACCOUNT STATUS - ACTIVE
ON / OFF DATE - 05/20/97
REVENUE CLASS - RES.
SERVICE CLASS - MONTHLY WATER
SERVICE NUMBER - 068088-0B

DATE	DESC	BATCH	USAGE	WATER AMOUNT	SEWER AMOUNT	KY SALES TX	TX WATER	COUNTY TAX	FRANCHISE FEE	KY SALES TX	SEWER FEE	WITHDRAWL CHARGE	LANDFILL	TRANS AMOUNT	BALANCE
04/14/99	110	40		31.15-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	31.15-	159.13
04/06/99	003	6		16.16	9.52	0.00	0.49	0.33	0.33	0.00	0.15	4.50	4.50	31.15	190.28
03/03/99	003	43		73.68	76.12	0.00	2.24	1.50	1.50	0.00	1.09	4.50	4.50	159.13	159.13
02/18/99	110	48		7.17-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	4.50-	11.67-	0.00
02/03/99	003	0		6.83	0.00	0.00	0.20	0.14	0.14	0.00	0.00	4.50	4.50	11.67	11.67
01/19/99	110	45		7.17-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	4.50-	11.67-	0.00
01/06/99	003	0		6.83	0.00	0.00	0.20	0.14	0.14	0.00	0.00	4.50	4.50	11.67	11.67
12/28/98	110	31		7.17-	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	4.50-	11.67-	0.00
12/03/98	003	0		6.83	0.00	0.00	0.20	0.14	0.14	0.00	0.00	4.50	4.50	11.67	11.67
11/18/98	110	32		10.44-	2.96-	0.00	0.00	0.00	0.00	0.00	0.05-	4.50-	4.50-	17.95-	0.00
11/04/98	003	2		9.94	2.96	0.00	0.30	0.20	0.20	0.00	0.05	4.50	4.50	17.95	17.95
10/15/98	110	38		18.61-	5.92-	0.00	0.00	0.00	0.00	0.00	0.18-	4.50-	4.50-	29.21-	0.00
10/05/98	003	7		17.71	5.92	0.00	0.54	0.36	0.36	0.00	0.18	4.50	4.50	29.21	29.21
09/11/98	110	34		10.44-	2.96-	0.00	0.00	0.00	0.00	0.00	0.05-	4.50-	4.50-	17.95-	0.00

CMD-1 CANCEL JOB
CMD-2 MORE RECORDS

CMD-11 DISPUTES

CMD-3 PREVIOUS SCREEN
HELP - HELP

380 KENTUCKY-AMERICAN WATER CO.
*** BILLED USAGE HISTORY INQUIRY ***

380 01361379-04 4
LEWIS ROBERT
3512 WINDGATE WA
FAYETTE COUNTY
PENDING ORDERS - *** NONE ***

ACCOUNT STATUS - ACTIVE
ON / OFF DATE - 06/11/93
REVENUE CLASS - RES.
SERVICE CLASS - MONTHLY WATER
SERVICE NUMBER - 068088-0A

0311-0760

TRAN NO.	BILL CODE	READ DATE	READ CODE	READING	IND	REAS NO.	CUBIC FEET/ GALLON	SEASONAL ACT FEE	USAGE	ACT FEE	AMOUNT
33	REGULAR BILL	03/31/99		7			100 CUBIC FEE	7		1	30.11
0		03/18/99		0	OR	01	100 CUBIC FEE	0		1	342.13-
28	ESTIMATE BILL	02/26/99	ER	628			100 CUBIC FEE	5		1	23.18
29	REGULAR BILL	01/29/99		623			100 CUBIC FEE	5		1	23.18
31	REGULAR BILL	12/31/98		618			100 CUBIC FEE	102		1	358.71
0		12/16/98		0	OR	01	100 CUBIC FEE	0		1	3.60-
0		12/16/98		0	OR	01	100 CUBIC FEE	0		1	25.20-
0		12/09/98		0	OR	01	100 CUBIC FEE	0		1	28.80-
0		12/08/98		516	1	OR	03	98-		1	162.56-
31	REGULAR BILL	11/30/98		614	1		100 CUBIC FEE	35		1	126.95
17		11/18/98		579	1	OE	02	42-		1	69.68-
0		11/18/98		0	OE	01	100 CUBIC FEE	0		1	10.80-
30	ESTIMATE BILL	10/30/98	ER	621	1		100 CUBIC FEE	10		1	40.48
30	REGULAR BILL	09/30/98		611	1		100 CUBIC FEE	111		1	202.64

CMD-1 CANCEL JOB
CMD-3 PREVIOUS SCREEN

CMD-2 PAGE AHEAD TO ADDITIONAL INFORMATION
HELP - HELP

INF07L
04/20/99

*** ACCOUNTS RECEIVABLE INQUIRY ***

380 01361379-04 4
LEWIS ROBERT
3512 WINDGATE WA
FAYETTE COUNTY
PENDING ORDERS - *** NONE ***
BILL DATE 04/06/99

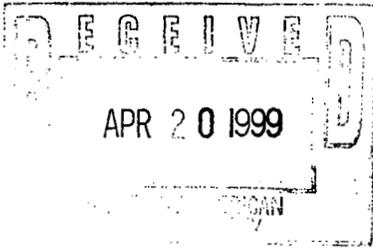
ACCOUNT STATUS - ACTIVE
ON / OFF DATE - 06/11/93
REVENUE CLASS - RES.
SERVICE CLASS - MONTHLY WATER
SERVICE NUMBER - 068088-0A

DATE	DESC	BATCH	USAGE	WATER AMOUNT	SEWER AMOUNT	KY SALES TX WATER	COUNTY TAX	FRANCHISE FEE	KY SALES TX SEWER	FES	WITHDRAWAL CHARGE	LANDFILL	TRANS AMOUNT	BALANCE
4/14/99	033			0.00	18.08	0.00	0.00	0.00	0.00	0.52	4.50		23.10	0.00
4/14/99	025			23.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00		23.10	23.10
4/13/99	100	18		0.00	13.12	0.00	0.00	0.00	0.00	0.00	13.50		26.62	0.00
4/06/99	003	7		17.71	11.32	0.00	0.54	0.36	0.00	0.18	4.50		34.61	26.62
3/18/99	014	0		153.92	177.88	0.00	4.70	3.13	0.00	2.50	0.00		342.13	7.99
13/11/99	100	19		27.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00		27.68	334.14
13/03/99	003	5		14.60	7.72	0.00	0.44	0.29	0.00	0.13	4.50		27.68	361.82
12/12/99	100	18		27.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00		27.68	334.14
12/03/99	003	5		14.60	7.72	0.00	0.44	0.29	0.00	0.13	4.50		27.68	361.82
11/15/99	100	13		26.73	3.27	0.00	0.00	0.00	0.00	0.00	0.00		30.00	334.14
11/06/99	003	102		165.41	182.32	0.00	5.04	3.36	0.00	2.58	4.50		363.21	364.14
2/18/98	100	12		0.00	18.09	0.00	0.00	0.00	0.00	0.41	13.50		32.00	0.93
2/16/98	014	0		0.00	3.60	0.00	0.00	0.00	0.00	0.00	0.00		3.60	32.93
2/16/98	014	0		0.00	25.20	0.00	0.00	0.00	0.00	0.00	0.00		25.20	36.53

CMD-1 CANCEL JOB
CMD-2 MORE RECORDS

CMD-3 PREVIOUS SCREEN
HELP - HELP

CMD-11 DISPUTES



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

April 19, 1999

Roy W. Mundy
President
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY. 40502

G. Kurt Veale
3516 Windgate Way
Lexington, KY. 40517

RE: Case No. 99-132

- R. Mundy _____
- C. Bush cc 4/20
- N. Rowe _____
- H. Miller 11
- E. Grubb _____
- D. Baker _____
- B. Brown _____
- P. McConathy _____
- D. Whitehouse _____
- D. Braxton _____
- L. Bridwell _____
- S. Stockton _____
- L. Burns 11
- D. Taylor _____
- J. Routt _____
- D. Griffin _____
- J. Hill _____
- Comments: _____
- Return To Orig to
- File # 99-132
- Discard 14-2

We enclose one attested copy of the Commission's Order in the above case.

Sincerely,

Stephanie Bell

Stephanie Bell
Secretary of the Commission

SB/sa
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

G. KURT VEALE)	
)	
COMPLAINANT)	
v.)	CASE NO. 99-132
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("KAWC") is hereby notified that it has been named as defendant in a formal complaint filed on April 7, 1999, a copy of which is attached hereto.

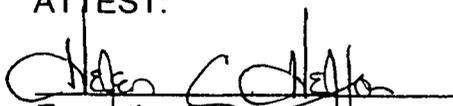
Pursuant to 807 KAR 5:001, Section 12, KAWC is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 19th day of April, 1999.

By the Commission

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

G. KURT VEALE
(Your Full Name)

COMPLAINANT

v.
KENTUCKY AMERICAN WATER
(Name of Utility)

DEFENDANT

RECEIVED

APR 07 1999

PUBLIC SERVICE
COMMISSION

Case

99-132

C O M P L A I N T

The complaint of G. KURT VEALE respectfully shows:
(Your Full Name)

(a) G. KURT VEALE
(Your Full Name)

3516 WINDGATE WAY LEXINGTON, KY 40517
(Your Address)

(b) KENTUCKY AMERICAN WATER
(Name of Utility)

LEXINGTON, KY
(Address of Utility)

(c) That: FALSE AND ERRONEOUS BILLING FOR
(Describe here, using additional sheets if necessary, the

WATER SERVICE, DUE TO INACCURATE
specific act, fully and clearly, or facts that are the reason and basis

METER READING AND DATA ENTRY PRACTICES
for the complaint.)

AS A RESULT, WATER BILL FOR 1999

WAS EXCESSIVE, FAR MORE THAN AMOUNT

G. KURT VEALE
3516 WINDGATE WAY

G. KURT VEALE v. K. A. W. C.
(Your Name) (Utility's Name)

USED IN ANY 30 DAY PERIOD PRIOR.
WHEN ASKED TO EXPLAIN CHARGES,
KAWC EMPLOYEES COULD NOT, BUT
INSTEAD BECAME SURLY AND
UNCOOPERATIVE AND WOULD NOT RETURN
CALLS.

A SIMILAR INCIDENT HAPPENED
IN MAY OR JUNE 1997 WHERE THEY ASSURED
ME THAT A \$250 SINGLE MONTH BILL WAS
CORRECT, ONLY TO DISCOVERY IT WAS DUE
TO THE PRIOR HOMEOWNER, NOT ME.

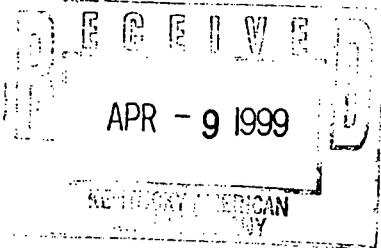
Wherefore, complainant asks A CREDIT FOR THE
(Specifically state the relief desired.)
DISPUTED AMOUNT OF \$160+/-, AND A
REBILLING FOR THE 30 DAY AVERAGE BILL
AMOUNT OF MY USAGE, AND AN APOLOGY

Dated at LEXINGTON, Kentucky, this 5th day of
April, 19 99.
(Your City) (Month)

[Signature]
(Your Signature) 

(Name and Address of Attorney, if any.)

G. KURT VEALE
3516 W. NOGATE WAY
LEXINGTON KY 40517



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

April 8, 1999

- R. Mundy
- C. Bush *cc* *4/9* D.
- N. Rowe *4/9* J. J
- H. Miller *cc* Comm
- E. Grubb
- D. Baker
- B. Brown
- P. McConathy
- D. Whitehouse
- D. Braxton
- L. Bridwell
- S. Stockton
- L. Burns *cc* Ret
- D. Taylor File
- Disc

Roy W. Mundy
President
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY. 40502

G. Kurt Veale
3516 Windgate Way
Lexington, KY. 40517

RE: Case No. 99-132
KENTUCKY-AMERICAN WATER COMPANY
(Complaints - Rates) OF G. KURT VEALE

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received April 7, 1999 and has been assigned Case No. 99-132. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at 502/564-3940.

Sincerely,

Stephanie Bell
Secretary of the Commission

SB/jc

Our customer services representatives tried to explain to Mr. Veale that we would be happy to set up payment arrangements with him and give him the same amount of time to pay the balance of \$159.13 approx. 5 months, as it did for us to detect the error. He was extremely rude and threatening to our customer service representatives and demanded we adjust the entire bill off his account. We cannot do that, because the water and sewer were actually used. He had requested to speak to me, but unfortunately I was in a meeting and could not get back to him in time.

WORK ORDER SENT OUT TO PULL METER FOR TEST ON 3/15. METER WILL BE PULLED 3/16 & TESTED 3/17.

On 3/17, meter test was completed. Everything tested ok and a copy is being faxed to PSC today.

Received in the mail today Mr Veale's original water bill and a copy of the attached letter saying simply not paying and KAWC had better continue supplying him service without further payments from him until this matter is resolved.

Check appropriate answers:

- A. Contact customer? Yes ___ No ___ How? Phone ___ Letter ___ Both ___
- B. Contact PSC? Yes ___ No ___ How? Phone ___ Letter ___ Both ___

Final Resolution:

Meter test was completed and checked OK. KAWC has tried to allow Mr. Veale to set up payment arrangements over next 5 months, but he simply does not wish to pay for the service we have provided him. Will wait for final response from the PSC. His account has not been placed on hold and he will still be eligible for shutoff.

Result in Formal Complaint? Yes ___ No ___

PUBLIC SERVICE COMMISSION
Complaint Sheet

Date Received: March 11, 1999

Date Acknowledged to PSC: March 11, 1999

Customer: Kurt G. Veale

Address: 3516 Wind Gate way, Lexington, KY 40517

Account Number: 380-01361358-03 0 **Service Number:** 068088-OB

Telephone Number: 606-272-3424 (Home)
606-273-5112 (Work)

PSC Agent: J. R. Johnson

Received By: Emma Dailey

Nature of Complaint: Billing (High Bill Consumption)

Customer Relations: Give Conflicting Information
Utility Information for KAWC

Nature of Complaint: Received a bill for \$159.70 (W-\$73.63 – S-\$76.12 – 28 days 1/29 – 2/26). Has been told conflicting stories the reason for the high bill. Meter not read since Sept. Meter not working. Meter working OK, but data input incorrectly. Last bill was \$11.57. Does not understand how the bill could get to be so high and KAWC will not listen to a reasonable solution.

Required Followup: After researching this complaint, this is an explanation of what transpired. We found that customer has not been billed for sewer and water since October, 1998, and has only been billed for monthly meter charge.

On 9/30/98, the actual meter reading was 586 ccf. The reason for the confusion is because the 10/30 bill, (which was an estimated bill) had a reading of 588ccf. In addition, the 11/30, 12/31 & 1/29/99, also showed an actual read of 588ccf, which is obviously an error. This was not detected in our billing edits. However, if you take the reading of 586 ccf on 9/30, from the most current reading of 631 ccf, it clearly shows a total of 45 ccf less the 2 ccf estimated bill of 10/30, which was paid, and it leaves a balance of 43 ccf still due. The 2/26/99, bill showed an actual meter read of 631 ccf. See copies of billed history and usage attached.

On March 3, we sent out an order for an actual read & to check for leaks. There were no leaks and the meter read 634 ccf. was done on 3/10/99. This is actual usage from October to current and is a correct amount due. Customer spoke to meter reader and was not happy & said he would call the office.



Kentucky-American Water Company

2300 Richmond Road • Lexington, Kentucky 40502 • (606) 269-2386 • Fax (606) 268-6327

TELECOPY TRANSMITTAL SHEET

FAX NUMBER (606) 268-6315
We have a Ricoh Model FAX2700L

DATE: 3/13/99
COMPANY: PSC
HAND TO: Jim Johnson 502-564-1582
FROM: Esther Dailey

Number of pages, including cover: 8

If you have any problems with receiving this fax, please call:

Phone: _____ Ask for: _____

Hard copy mailed: Yes _____ No _____

PLEASE DELIVER TO THE ABOVE NAMED PERSON IMMEDIATELY.

The information contained in this transmission is privileged, confidential and intended only for the use of the individual or entity named above. If you have received this communication in error, please notify Kentucky-American Water Company immediately by telephone, collect, and return the original message to us at the address shown via the U.S. Postal Service. You will be reimbursed for the required postage. Thank you.

MESSAGE:

Dave Musser

KENTUCKY-AMERICAN WATER COMPANY

METER SHOP *** Office Use Only *** MAR 17 1999

Customer Name: Kurt G. Veale Account Number: 1361358-03
Service Address: 3516 Windgate Way Service Number: 68088-0B
Meter Size: 5/8 Make I Number 408914 Test Scheduled: Date 3/17 Time Anytime

	GPM	Readings		% of Accuracy	Required Accuracy
		Begin	End		
Low Flow	<u>14</u>	<u>67200</u>	<u>67965</u>	<u>96.5</u>	90.0%-101%
Intermediate Flow	<u>2</u>	<u>6800</u>	<u>6900</u>	<u>100</u>	98.5%-101.5%
Maximum Flow	<u>15</u>	<u>6900</u>	<u>7899</u>	<u>99.7</u>	98.5%-101.5%

ok

IF ANY OF THE TESTS ABOVE ARE NOT WITHIN THE REQUIRED ACCURACY LIMITS THEN FURTHER TESTING IS REQUIRED BELOW.

Flow Rate % of Capacity	Readings			% of Accuracy
	GPM	Begin	End	
25%	_____	_____	_____	_____
50%	_____	_____	_____	_____
75%	_____	_____	_____	_____

Average of All 3 Tests: _____
Less Standard: 100%
Equals % of Error: _____ Fast _____ Slow _____
Before Test Reading: 063566 After Test Reading: 063578
Customer Witness? Yes _____ No ✓

IF PERCENT OF ERROR IS GREATER THAN 2% THEN COMPLETE THE APPROPRIATE SECTION BELOW

Length of time error is known to have existed: _____
FAST METER basis for refund: _____ Amount of Refund: _____
SLOW METER basis for additional bill: _____ Amount of Additional Bill: _____

COMMENTS: _____

Copy To: Customer Service Director-Inside Meter Envelope Meter Dept. File
Customer Service Director-Outside Service File Billing Dept. File
Customer with Letter PSC Complaint File

KENTUCKY-AMERICAN WATER COMPANY

Dear Customer:

Kentucky Public Service Commission Regulation 807 KAR 5:006, Section 18 states that a customer's request to test a meter must be made in writing. Such request may be made once in a twelve (12) month period. You are encouraged to be present at the test which is held at Kentucky-American Water Company's meter laboratory.

If the required test results are greater than 2 percent fast or slow, the account will be credited or additional billed. The adjustment will be based on the period of time the error is known to have existed or twelve (12) months, whichever is less.

If you are not satisfied with Kentucky-American's meter test results, you may make written application to have your meter tested by the Public Service Commission. Such request may not be made more frequently than once each twelve (12) months. Application may be made by writing:

Commonwealth of Kentucky
Public Service Commission
730 Schenkel Lane
P.O. Box 615
Frankfort, KY 40602

If you desire a meter test by Kentucky-American Water Company, please sign below and return this form to our office:

Kentucky-American Water Company
2300 Richmond Road
Lexington, KY 40502

PSC

Telephone Number

Date

I would like to witness the test: Yes No

(See Reverse for Test Results)

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Result in Formal Complaint? Yes ___ No ___



KENTUCKY - AMERICAN
WATER COMPANY

2300 RICHMOND ROAD
LEXINGTON, KY 40502-1308

ACCOUNT NUMBER	38001361358
AMOUNT DUE	\$159.1
DUE DATE	03-15-199

Please return this portion with check
money order payable to KAWC

VEALE G KURT
3516 WINDGATE WA
LEXINGTON KY 40517-2028

KY-AMERICAN WATER CO.
P.O. BOX 75159
BALTIMORE MD 21275-0159



Service address:
3516 WINDGATE WA



CHECK TO REQUEST RATE SCHEDULE _____

CHECK HERE IF ADDRESS OR TELEPHONE
NUMBER HAS CHANGED SEE DELIVERED STATE



G. Kurt Veale

3576 Windgate Way Lexington, Kentucky USA 40517

March 11, 1999

Attention KAWC:

The attached water bill is grossly incorrect. You have made mistakes in the reading of my water meter; the input of that data into your computer and/or my water meter is defective. **THIS IS YOUR PROBLEM AND MUST BE CORRECTED!** I could not possibly use 32,250 gallons of water in a month in my small two bedroom, two bath home. I proposed a reasonable solution to your mistake, but your Customer Service Department in Lexington would not cooperate.

I have referred this matter to the Kentucky Public Service Commission Consumer Hotline as a Complaint. My contact there is Jim Johnson.

You will continue my water service without further payments from me, until this matter is resolved to my satisfaction.

Sincerely,



G. Kurt Veale

PSC Consumer Complaint Sent: 3/12/99

Complaint Number: 19990778 Date Complaint Entered: 3/11/99

Customer Information

Name : Veale, Kurt G.

Address : 3516 Wind Gate Way

Lexington, KY 40517

County : Fayette

Home Phone: (606)272-3424

Work Phone: (606)273-5112

Customer can be reached at : Fax :

Email :

Complaint Reason : Billing (High bill/consumption)

Customer Relations : Give Conflicting Information
Utility Information for Kentucky-American Water Company

Contact : Emma Dailey

Fax Number : E-Mail :

Investigator : JOHNSON

Acct # 38001361 358 03

Received a bill for \$159.70(W- \$73.63 - S-\$76.12 - 28 days
1/29 - 2/26) Has been told conflicting stories the reason for
the high bill. Meter not read since Sept. Meter not working.
Meter working OK but data input incorrectly. Last bill was \$11.
67 Does not understand how the bill could get to be so high
and KAW will not listen to a reasonable solution.
Explained PSC meter test procedures.
Customer believes the usage is to much and it should be the
responsibility responsibility of the utility to test the meter
without charge. Want to file a formal complaint.

Meter will be pulled 3/16.

Will be tested 3/17.

PUBLIC SERVICE COMMISSION
Complaint Sheet

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Check appropriate answers:

- A. Contact customer? Yes ___ No ___ How? Phone ___ Letter ___ Both ___
- B. Contact PSC? Yes ___ No ___ How? Phone ___ Letter ___ Both ___

Final Resolution:

Result in Formal Complaint? Yes ___ No ___



jrjohnson@mail.state.ky.us on 03/11/99 10:35:40 AM

To: Emma Dailey/KAWC/AWWSC, Lee Vescio/KAWC/AWWSC
cc:

Subject: Veale 778

<<claimemail.txt>>



- claimemail.txt

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Complaint Number: 19990778 Date Complaint Entered: 3/11/99

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380 01361358-03 0

*** ACCOUNTS RECEIVABLE INQUIRY ***

INFO7L
03/11/99VEALE G KURT
3516 WINDGATE WA
FAYETTE COUNTY

0311-0740

PENDING ORDERS - EXECUTED - NOT UPDATED

ACCOUNT STATUS - ACTIVE
ON / OFF DATE - 05/20/97
REVENUE CLASS - RES.
SERVICE CLASS - MONTHLY WATER
SERVICE NUMBER - 068088-0B

BILL DATE 03/03/99

DATE	DESC	BATCH USAGE	WATER AMOUNT	SEWER AMOUNT	KY SALES TX WATER	COUNTY TAX	FRANCHISE FEE	KY SALES TX SEWER	WITHDRAWL FEE	LANDFILL CHARGE	TRANS AMOUNT	BALANCE
03/03/99	003	43	73.68	76.12	0.00	2.24	1.50	0.00	1.09	4.50	159.13	159.13
02/18/99	110	48	7.17-	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	11.67-	0.00
02/03/99	003	0	6.83	0.00	0.00	0.20	0.14	0.00	0.00	4.50	11.67	11.67
01/19/99	110	45	7.17-	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	11.67-	0.00
01/06/99	003	0	6.83	0.00	0.00	0.20	0.14	0.00	0.00	4.50	11.67	11.67
12/28/98	110	31	7.17-	0.00	0.00	0.00	0.00	0.00	0.00	4.50-	11.67-	0.00
12/03/98	003	0	6.83	0.00	0.00	0.20	0.14	0.00	0.00	4.50	11.67	11.67
11/18/98	110	32	10.44-	2.96-	0.00	0.00	0.00	0.00	0.05-	4.50-	17.95-	0.00
11/04/98	003	2	9.94	2.96	0.00	0.30	0.20	0.00	0.05	4.50	17.95	17.95
10/15/98	110	38	18.61-	5.92-	0.00	0.00	0.00	0.00	0.18-	4.50-	29.21-	0.00
10/05/98	003	7	17.71	5.92	0.00	0.54	0.36	0.00	0.18	4.50	29.21	29.21
09/11/98	110	34	10.44-	2.96-	0.00	0.00	0.00	0.00	0.05-	4.50-	17.95-	0.00
09/03/98	003	2	9.94	2.96	0.00	0.30	0.20	0.00	0.05	4.50	17.95	17.95
08/12/98	110	39	18.61-	5.92-	0.00	0.00	0.00	0.00	0.18-	4.50-	29.21-	0.00

CMD-1 CANCEL JOB
CMD-2 MORE RECORDS

CMD-11 DISPUTES

CMD-3 PREVIOUS SCREEN
HELP - HELP

380 01361358-03 0

VEALE G KURT

3516 WINDGATE WA

FAYETTE COUNTY

0311-0740

PENDING ORDERS - EXECUTED - NOT UPDATED

ACCOUNT STATUS - ACTIVE

ON / OFF DATE - 05/20/97

REVENUE CLASS - RES.

SERVICE CLASS - MONTHLY WATER

SERVICE NUMBER - 068088-08

R

READ DATE	TRAN CODE	NO. DAYS	BILL CODE	READ CODE	READING	ADJ REAS NO. IND CODE	PER	CUBIC FEET/ GALLON CODE	USAGE	SEASONAL USAGE	ACT E FEE V	AMOUNT
02/26/99	CB	28	REGULAR BILL		631			100 CUBIC FEE	43	43	1	154.63
01/29/99	CB	29	REGULAR BILL		588			100 CUBIC FEE	0		1	7.17
12/31/98	CB	31	REGULAR BILL		588			100 CUBIC FEE	0		1	7.17
11/30/98	CB	31	REGULAR BILL		588			100 CUBIC FEE	0		1	7.17
10/30/98	CB	30	ESTIMATE BILL	ER	588			100 CUBIC FEE	2	2	1	13.45
09/30/98	CB	30	REGULAR BILL		586			100 CUBIC FEE	7	4	1	24.71
08/31/98	CB	28	ESTIMATE BILL	ER	579			100 CUBIC FEE	2	2	1	13.45
08/03/98	CB	33	REGULAR BILL		577			100 CUBIC FEE	7	4	1	24.71
07/01/98	CB	30	REGULAR BILL		570			100 CUBIC FEE	25	4	1	54.57
06/01/98	CB	31	REGULAR BILL		545			100 CUBIC FEE	5	4	1	21.38
05/01/98	CB	30	REGULAR BILL		540			100 CUBIC FEE	3	3	1	16.59
04/01/98	CB	30	REGULAR BILL		537			100 CUBIC FEE	6	6	1	26.65
03/02/98	CB	28	ESTIMATE BILL	ER	531			100 CUBIC FEE	3	3	1	16.59
02/02/98	CB	33	REGULAR BILL		528			100 CUBIC FEE	5	5	1	23.18

CMD-1 CANCEL JOB

CMD-3 PREVIOUS SCREEN

CMD-2 PAGE AHEAD TO ADDITIONAL INFORMATION

HELP - HELP

CUSTOMER INQUIRY LOG INQUIRY

INF24A

KENTUCKY-AMERICAN WATER CO.

380 01361358 03 0
 VEALE G KURT
 3516 WINDGATE WA
 FAYETTE COUNTY
 LEXINGTON KY 40517

0311-0740

ACCOUNT STATUS - ACTIVE
 ON / OFF DATE - 05/20/97
 REVENUE CLASS - RES.
 SERVICE CLASS - MONTHLY WATER
 SERVICE NUMBER - 068088-0B

DATE TIME CODE TYPE VIA USER ID
 03/11/99 08:49:12 98 I P ASHBYB
 COMMENTS: TOLD CUST I WOULD HAVE EMMA CALL

03/11/99 08:48:37 99 I STONESJ
 COMMENTS:

03/11/99 08:46:23 54 I P STONESJ
 COMMENTS: CLD CUST W/RESULTS, EXTREMELY RUDE, THREATENING, WANTED ME TO ADJ BILL DOWN TO AVG, TOLD HIM I COULD
 N'T DO THAT, WANTED SUPV, HAD BECKY (IC) CALL HIM BACK.

03/08/99 08:19:25 03 I P STONESJ
 COMMENTS: SENT P20 TO CHK RDG & CHK FOR LEAKS

CMD1-CANCEL CMD2-NEXT SCREEN CMD3-PREVIOUS SCREEN

CMD5-NEXT TENANT

380 01361358-03 000 068088 B 03/08/99 03/08/02 **B7** 03/09/99 3/10/99 *JK*

SERVICE ADDRESS— 3516 WINDGATE WA

SVO. NO. - 25283

A.M. P.M. 03/08/99

CUST. NAME— VEALE G KURT
 3516 WINDGATE WA S4
 MAILING ADDRESS— LEXINGTON KY 40517-2387 WUD 1

CUSTOMER ON DATE	MUNC. CODE
05/20/97	FC
MONTH	RES.
SERVICE	REV. CLASS

REQUESTED BY— MR VEALE
 ORDER PREPARED BY— SS TIME 0818
 COUNTER— MAIL— PHONE
 EST-00
 BUS.—
 RES.— (606) 273-5112
 READ SEQUENCE— 0311-0740

TURN ON	SHUT OFF	READ ONLY	SET METER	REMOVE METER	SET REMOTE	REMOVE REMOTE	TEST METER	RE-READ INSPECT	READ DATE INSIDE METER
								LOW— HIGH— <input checked="" type="checkbox"/>	

METER TEST DATE	DATE M REMO
05/92	

INSIDE	METER	SIZE	MAKE	NUMBER	NO. OF DIALS	READING	DATE INSTALLED	LEFT ON	LEFT OFF	LAST READ DATE
	PRE-SET	5/8 T			000408914	400000631	05/92		<input checked="" type="checkbox"/>	
NEW SET								SET DATE—		

CONVERSION		
CUBIC FEET		GALS.
READING		ACCT OFF CONSUM. ESTIM.
HIGH—	LOW—	

REMOTE	METER	SIZE	MAKE	NUMBER	NO. OF DIALS	READING	DATE INSTALLED	LEFT ON	LEFT OFF
	PRE-SET								
NEW SET								SET DATE—	

LAST 1ST CONSUMPTION	LAST 2ND CONSUMPTION	LAST 3RD CONSUMPTION	LAST CONSUM.
00043	00000	00000	0000

SPECIAL METER READING INSTRUCTIONS (1ST 20 POSITIONS)									

SPECIAL METER READING INSTRUCTIONS (2ND 20 POSITIONS)									

METER LOCATION— LAWN FORD

METER LOCATION CODE

SITUATION CODE—

SPECIAL INSTRUCTIONS—

REMARKS— PLS CHK RDG & CHK FOR LEAKS

REMOTE REGISTER READING

METER READING
063498

VERIFIED BY *[Signature]*
 ISSUED LOCALLY

SHOP OR OUTSIDE REMARKS **"NO LEAK"**

CUST. NOT HAPPY, WILL CALL OR COME BY

OFFICE, "NEEDS HELP"

METER RAN	STOPPED	DON'T STOP	DOORKNOB NOTICE
			YES NO
CU. FT.			

TALKED TO	NO. OF PEOPLE IN PREMISES	VACANT		HOW LONG	IS SEAL BROKEN		ARE 1 AND 10 FOOT DIALS OPERATING		THIRD PARTY		LANDLORD AGREEMENT		HOT WATER	
		YES	NO		YES	NO	YES	NO	YES	NO	GAS	ELEC.		

ORDER RECORDED BY _____ TYPE _____ DATE _____

PSC Consumer Complaint Sent: 3/11/99

Complaint Number: 19990778 Date Complaint Entered: 3/11/99

Customer Information

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Lexington, KY 40517

County : Fayette

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Customer Relations : Give Conflicting Information
Utility Information for Kentucky-American Water Company

Contact : Emma Dailey

Fax Number : E-Mail :

Investigator : JOHNSON

Acct # 38001361 358 03

Received a bill for \$159.70(W- \$73.63 - S-\$76.12 - 28 days
1/29 - 2/26) Has been told conflicting stories the reason for
the high bill. Meter not read since Sept. Meter not working.
Meter working OK but data input incorrectly. Last bill was \$11.
67 Does not understand how the bill could get to be so high
and KAW will not listen to a reasonable solution.



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

April 19, 1999

Roy W. Mundy
President
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY. 40502

G. Kurt Veale
3516 Windgate Way
Lexington, KY. 40517

RE: Case No. 99-132

We enclose one attested copy of the Commission's Order in
the above case.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell
Secretary of the Commission

SB/sa
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

G. KURT VEALE)	
)	
COMPLAINANT)	
v.)	CASE NO. 99-132
)	
KENTUCKY-AMERICAN WATER COMPANY)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Kentucky-American Water Company ("KAWC") is hereby notified that it has been named as defendant in a formal complaint filed on April 7, 1999, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, KAWC is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 19th day of April, 1999.

By the Commission

ATTEST:


Executive Director

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

G. KURT VEALE
(Your Full Name)
COMPLAINANT

v.
KENTUCKY AMERICAN WATER
(Name of Utility)
DEFENDANT

RECEIVED

APR 07 1999

PUBLIC SERVICE
COMMISSION

Case
99-132

COMPLAINT

The complaint of G. KURT VEALE respectfully shows:
(Your Full Name)

(a) G. KURT VEALE
(Your Full Name)

3516 WINDGATE WAY LEXINGTON, KY 40517
(Your Address)

(b) KENTUCKY AMERICAN WATER
(Name of Utility)

LEXINGTON, KY
(Address of Utility)

(c) That: FALSE AND ERRONEOUS BILLING FOR
(Describe here, using additional sheets if necessary, the

WATER SERVICE, DUE TO INACCURATE
specific act, fully and clearly, or facts that are the reason and basis

METER READING AND DATA ENTRY PRACTICES
for the complaint.)

AS A RESULT, WATER BILL FOR 1999

WAS EXCESSIVE, FAR MORE THAN AMOUNT

G. KURT VEALE
3516 W INDGATE WAY
LEXINGTON, KY 40517

G. KURT VEALE v. K. A. W. C.
(Your Name) (Utility's Name)

USED IN ANY 30 DAY PERIOD PRIOR.
WHEN ASKED TO EXPLAIN CHARGES,
KAWC EMPLOYEES COULD NOT, BUT
INSTEAD BECAME SURLY AND
UNCOOPERATIVE AND WOULD NOT RETURN
CALLS.

A SIMILAR INCIDENT HAPPENED
IN MAY OR JUNE 1997 WHERE THEY ASSURED
ME THAT A \$250 SINGLE MONTH BILL WAS
CORRECT, ONLY TO DISCOVERY IT WAS DUE
TO THE PRIOR HOMEOWNER, NOT ME.

Wherefore, complainant asks A CREDIT FOR THE
(Specifically state the relief desired.)
DISPUTED AMOUNT OF \$160+-, AND A
REBILLING FOR THE 30 DAY AVERAGE BILL
AMOUNT OF MY USAGE, AND AN APOLOGY

Dated at LEXINGTON, Kentucky, this 5th day of
(Your City)
April, 19 99.
(Month)

G. Kurt Veale
(Your Signature) 

(Name and Address of Attorney, if any.)

G. KURT VEALE
3516 W. NOGATE WAY
LEXINGTON, KY 40517



COMMONWEALTH OF KENTUCKY
PUBLIC SERVICE COMMISSION

730 SCHENKEL LANE
POST OFFICE BOX 615
FRANKFORT, KY. 40602
(502) 564-3940

April 8, 1999

Roy W. Mundy
President
Kentucky-American Water Company
2300 Richmond Road
Lexington, KY. 40502

G. Kurt Veale
3516 Windgate Way
Lexington, KY. 40517

RE: Case No. 99-132
KENTUCKY-AMERICAN WATER COMPANY
(Complaints - Rates) OF G. KURT VEALE

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received April 7, 1999 and has been assigned Case No. 99-132. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at 502/564-3940.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Bell".

Stephanie Bell
Secretary of the Commission

SB/jc

BJS

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

G. KURT VEALE
(Your Full Name)
COMPLAINANT
v.
KENTUCKY AMERICAN WATER
(Name of Utility)
DEFENDANT

RECEIVED

APR 07 1999

PUBLIC SERVICE
COMMISSION

Case

99-132

C O M P L A I N T

The complaint of G. KURT VEALE respectfully shows:
(Your Full Name)

- (a) G. KURT VEALE
(Your Full Name)
3516 WINDGATE WAY LEXINGTON, KY 40517
(Your Address)
- (b) KENTUCKY AMERICAN WATER
(Name of Utility)
LEXINGTON, KY
(Address of Utility)
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(Describe here, using additional sheets if necessary, the

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specific act, fully and clearly, or facts that are the reason and basis

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AS A RESULT, WATER BILL FOR 1999
WAS EXCESSIVE, FAR MORE THAN AMOUNT

G. KURT VEALE
3516 W. NDGATE WAY
LEXINGTON, KY 40517

G. KURT VEALE

(Your Name)

v.

K. A. W. C.

(Utility's Name)

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WHEN ASKED TO EXPLAIN CHARGES,
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REBILLING FOR THE 30 DAY AVERAGE BILL
AMOUNT OF MY USAGE, AND AN APOLOGY

Dated at LEXINGTON, Kentucky, this 5th day of
April, 19 99.
(Your City)
(Month)

G. Kurt Veale
(Your Signature)

(Name and Address of Attorney, if any.)

G. KURT VEALE
3516 W. NDGATE WAY
LEXINGTON, KY 40517

Complaint nbr: 199900778 Entry Date: 3/11/99 Closed Date: Type Contact: Hotline

Name: Veale, Kurt G. Utility: Kentucky-American Water Company

Address: 3516 Wind Gate Way Utility Nbr: 15800

Lexington KY 40517 Utility Type: Investor-Owned Water Companies

Complaint Reasons: Billing (High bill/consumption)

County: Fayette (none) ((none))

Home: 606-272-3424 Work: 606-273-5112 Complaint referred by:

Fax: CBR Nbr:

EMAIL:

Contacted Utility? [x] Spoke with: customer service Customer Relations: Give Conflicting Informatio

Utility Contact: Emma Dailey Utility Contact's Telephone: 606-335-3406

Preliminary Description: Other Contacts:

Bill not calculated correctly

Processor Name: JOHNSON

See File [] Case Related [] Staff Referral [] Confidential [] Customer Yes []
Info Only [] Formal Forms [] Ref to Util [x] Satisfied? No []

PSC Narratives: Investigator: JOHNSON

Date: 3/11/99 10:30:49

Acct # 38001361 358 03
Received a bill for \$159.70(W- \$73.63 - S-\$76.12 - 28 days 1/29 - 2/26) Has been told conflicting stories the reason for the high bill. Meter not read since Sept. Meter not working. Meter working OK but data input incorrectly. Last bill was \$11.67 Does not understand how the bill could get to be so high and KAW will not listen to a reasonable solution. Explained PSC meter test procedures. Customer believes the usage is to much and it should be the responsibilty responsibility of the utility to test the meter without charge. Want to file a formal complaint.

Utility Responses:

Contact date 3/12/99 16:54:2 Util. Representative:

Customer has not been billed for water usage since 10/98. The water service charge of \$6.83 has been bill each month but no usage. Last meter reading 9/30/98 586, next reading 10/30/98 estimated reading 588. No more meter readings were recorded until 2/26/99, 631. Billed for usage of 43ccf (45-2). Meter reading checked 3/10/99.

3/15
Jim, work order being sent out today to do a meter test on Mr. Veale's meter. As soon as, results come back, I will let you know.

Emma